



# *Oil Change*

Quick Start Guide

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## Welcome to Oil Change



When you buy new software, you may assume that it is the latest available. However, one of the not-so-hidden secrets of the computer industry is that manufacturers often continue to make improvements—called “updates”—long after a product is officially “released.”

Manufacturers typically slip updates into production without fanfare.

While manufacturers charge for “upgrades,” which are substantial modifications to the program, they usually make updates available for free or at cost. The catch is that you have to know that updates exist and how to get them.

Before CyberMedia® introduced Oil Change™, you had two options for getting updates:

- ◆ If you had a problem, you could call the manufacturer’s technical support center.
- ◆ Or, if you had a great deal of time, you could rummage through manufacturers’ Web sites in search of the elusive update.

Oil Change, a subscription service, offers a third, better option. It can:

- ◆ Scan for software and hardware products on your computer, then download updates directly from the Web sites of software and hardware manufacturers.
- ◆ Install many of the updates automatically, and reverse updates if you aren’t satisfied.
- ◆ Scan while you’re away from your computer and notify you when it finds updates.

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## How Oil Change works

CyberMedia constantly gathers information about software updates—including their locations on manufacturers' Web sites—and stores this information on the CyberMedia® ActiveHelp™ server.

When Oil Change scans your computer, it is really making a list of hardware and software products that it recognizes. Then Oil Change uses your Internet connection to contact the ActiveHelp server—which works like a giant card catalog in a library—to retrieve update information relevant to the products on your computer. Oil Change even works even while you're doing something else, or are away from your computer.

When Oil Change completes its check, it displays the products and

update information in the **Supported Applications and Drivers** dialog box as shown in figure 3 on page 12.

If you are concerned about security, you may rest assured that Oil Change will not in any way compromise your privacy. Oil Change is non-intrusive and keeps the sensitive data on your computer private:

- ◆ The list of hardware and software products Oil Change creates never leaves your computer.
- ◆ The CyberMedia ActiveHelp server is a secure database that only Oil Change can access.



- ◆ Whether you get an update now, or get it later, your computer connects directly to the Web site of the original product's manufacturer to download the update to your computer.
- ◆ If you're unhappy with the installed updates, you can use Undo to restore your computer to the settings it had before you installed the update.
- ◆ CyberMedia scans the updates for viruses and warns you if the update has changed since it was certified by CyberMedia.

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*NOTE: Although Oil Change updates are virus-free, you should always use anti-virus software when connected to the Internet.*

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## System requirements

Before installing Oil Change, make sure your computer meets these requirements:

- ◆ Windows 95 or Windows 98 operating system
- ◆ IBM PC or compatible computer with 80386 or higher processor
- ◆ 8 megabytes (MB) minimum of RAM
- ◆ 6 MB of free hard disk space for installation (you may need more space to install the updates)
- ◆ Microsoft mouse or compatible pointing device

To use Oil Change, you must have one of the following types of Internet connections:

- ◆ Connection through a network  
Some networks have an Internet connection that you can use by

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connecting to the network—either directly or through Dial-Up Networking.

◆ Connection through an Internet Service Provider (ISP)

If you connect to the Internet through an ISP, your computer must have a modem installed.

An ISP acts as the middle man between you and the Internet. Your computer connects (using your modem) to the ISP's equipment, which in turn connects to the Internet.

Well-known ISPs include:

- ▲ America Online, CompuServe, or Netcom in the U.S.
- ▲ T-Online and CompuServe in Germany

▲ NiftyServe and PC-VAN in Japan

▲ BT Internet and UUNET UK in the United Kingdom.

In addition, you must also have an:

◆ Internet Browser

A browser is software that lets you view text and graphics and download files from Web sites.

Oil Change can use most browsers including Netscape Navigator 2.0 and higher and Microsoft Internet Explorer 2.0 and higher.

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***NOTE:** Oil Change supports these versions of America Online and CompuServe: America Online for Windows 95 3.0 and higher; and CompuServe Interactive 3.0 and higher.*

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## Installing Oil Change

To avoid most installation problems, close all open programs—including those that run in the background, like screen savers, before installing Oil Change.

### To install Oil Change

- 1 Insert the Oil Change CD in the CD-ROM drive.

The CyberMedia Oil Change **Setup** screen appears.

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***NOTE:** If installation doesn't start automatically, click **Start** on the Windows taskbar, click **Run**, then type **d:\setup**. If **d:** is not the drive letter of your CD-ROM drive, substitute the letter of the drive.*

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- 2 Click **Install Oil Change**.
- 3 Read the information in the **Welcome** dialog box and click **Next**.

- 4 Read the **Software License Agreement** and click **Yes**.
- 5 In the **Choose Destination Location** dialog box, click **Next** to accept the default location for Oil Change installation:  
C:\Program Files\CyberMedia Oil Change. Or, use **Browse** to navigate to a different location.
- 6 In the **Choose Connectivity Options** dialog box, select one of the following:
  - ▲ **Auto Detect** to have Oil Change identify the type of Internet connection you are using. Oil Change asks you to start your browser so that it can detect how the browser connects to the Internet. After you are connected, you may need to minimize your browser to continue.

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- ▲ Or, click **Modify** and select:

**Direct connection** if you are using Oil Change in an office network environment that has a direct connection to the Internet.

Try **Connect through a proxy server** if **Direct connection** doesn't work. Some networks route Internet connection requests through a designated or "proxy" server in order to control access to various parts of the Internet. This type of arrangement is referred to as a "firewall." Your network administrator can provide the correct proxy server settings.

**Dial-up (Modem)** and choose your ISP from the list. If you are using an international version of Oil Change, you may have to enter your international ISP information manually.

**Some other type or I don't know the type** if you aren't sure how you connect to the Internet and choose not to use **Auto Detect**.

- 7 After selecting an Internet connection type, click **OK**.

The **Registration Wizard** appears. You must register with CyberMedia before you can use Oil Change. You can do it now or when you start Oil Change for the first time.



- 8 Click **Next** to continue.
- 9 Follow the **Registration Wizard** instructions to finish registering.
- 10 Oil Change prompts you to restart your computer. You must restart your computer before you run Oil Change for the first time.

If you have trouble installing from the CD or need to reinstall after your initial installation, download and install the latest copy of Oil Change from the CyberMedia Web site at

[www.cybermedia.com](http://www.cybermedia.com).

For more information, see “Reinstalling Oil Change” on page 20.

## Getting to know Oil Change

Most Oil Change features are accessible from the main window as seen in Figure 1.

*Figure 1. Oil Change main window*



These features include:

- ◆ **Start:** Begins searching for updates.
- ◆ **Help:** Displays the online help in Windows help format.

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- ◆ **Exit:** Closes Oil Change. If you have any scans or downloads scheduled, Oil Change places an icon in the system tray as reminder.
  - ◆ **Home:** Starts your browser and displays the Oil Change home page on the CyberMedia Web site.
  - ◆ **History:** Displays the update and undo actions you've performed with Oil Change.
  - ◆ **Undo:** Restores your software to its original state before Oil Change installed (automatically) the last update or updates.
  - ◆ **Options:** The following options give you control over how Oil Change works.
    - ▲ **User Profile** lets you change your personal information.
    - ▲ **Cleanup** lets you delete assorted types of files when you no longer need them.
    - ▲ **Connection** lets you change how you connect to the Internet.
    - ▲ **Scan** lets you specify when Oil Change checks your computer for new software and hardware products.
    - ▲ **Undo** lets you tell Oil Change to monitor the installation of an update and gather all the information necessary to reverse the process.
  - ◆ **Oil Change Support:** Takes you to the CyberMedia Support Web site.
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- ◆ **Less:** As seen in Figure 1, lets you hide the features that appear at the bottom of the window. Use **More**, as seen in Figure 2, to display them again.

*Figure 2. Main window without buttons*



For more information about using these features, see the online help provided with Oil Change.

## Downloading your first update

After installing and registering Oil Change, you can retrieve your first update. Oil Change should connect automatically to the Internet. If it does not, you should dial your ISP and minimize the browser before starting Oil Change.

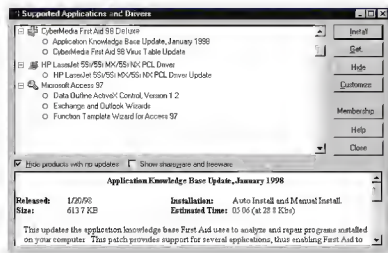
### To download an update

- 1 Double-click the Oil Change icon on your desktop, and on the main **Oil Change** window, click **Start**. Oil Change scans your computer identifying hardware and software products, then searches the ActiveHelp server for update information which is displayed in the **Supported Applications and Drivers** dialog box, shown in Figure 3.
- 2 Select an update. A description of the update appears in the box

below the list, and **Install** is available.

- 3 Click **Install** to download the update and display available installation options. See “Getting an update” on page 19 for detailed information about other ways to retrieve updates.

*Figure 3. Supported Applications and Drivers*



## Installing updates automatically or manually

When Oil Change supports an update's installation procedure, you may choose the **Auto Install** or **Manual Install** button in the **Install** dialog box. When you choose **Auto Install**, we recommend that you leave the **Monitor install process...** check box in the **Install** dialog box selected so that Oil Change will be able to undo the update if it doesn't perform as you expect it to. For more information, see “Undoing an update” on page 13.

When an update's installation procedure is not supported, **Auto Install** is not available, and you must choose **Manual Install**. You can configure Oil Change to save manual install updates in a specific folder on your hard drive.



Most software manufacturers compress their updates so that they transfer faster. Many updates are packaged into a single program file (.exe extension) that you decompress by double-clicking the file in Windows Explorer.

If an update file doesn't decompress automatically, you must decompress it manually with a program such as WinZip® before you can install it.

Usually, the manufacturer puts installation instructions in a text file (.txt extension) called Readme.txt. If you don't find a Readme file, check other files that have .txt or .doc extensions for installation instructions.

See the online help for specific instructions on installing updates.

## Undoing an update

After Oil Change installs an update, you should run the updated product and try it out. If you find that an update does not perform as you think it should, you can use Undo to reverse one or more updates that Oil Change installed *automatically*. Undo cannot be used to reverse manually installed updates.

To effectively use Undo, you should keep in mind the following:

- ◆ It is always a good idea to test a new product update after installation. Multiple changes to your computer can make it hard to determine which update caused the problem.
- ◆ Use Undo soon after Oil Change installs the update.

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Oil Change saves a backup copy of the original software and system settings that were modified on your hard drive. As you use your computer, system settings change constantly and the backup copy can quickly become outdated.

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***TIP:** You can specify a folder for Oil Change to use to store the backup files. Click **Options** on the main **Oil Change** window, then select the **Undo** tab.*

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- ◆ Although Oil Change can undo multiple updates, it can only undo the last update for each product. For example, if you have Oil Change automatically install Microsoft Word and Quicken updates, Oil Change can undo both of these updates.

However, if Oil Change automatically installs two Microsoft Word updates, Oil Change can undo only the last update. To minimize the disk space used by the Undo feature, Oil Change saves one set of backup files per product, such as one set for Microsoft Word, and another set for Quicken.

- ◆ When you no longer need the backup files, you can delete them from the Undo folder on your hard drive. See the **Undo** tab in **Options**. The default location for these files is:

C:\Program Files\  
CyberMedia Oil Change\Undo

You can also specify a time interval on the Undo tab after which Oil Change deletes backup files automatically. For



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example, if you enter 7, Oil Change deletes files after they have been on your disk for seven days.

- ◆ If Oil Change did not monitor the installation process successfully, Oil Change will not be able to undo the update even though the update was installed automatically.

#### To undo an update

- 1 On the main **Oil Change** window, click **Undo**.
- 2 Select an update. A description of the update appears in the **Description** box.
- 3 Click **Undo** to restore your computer to its original settings before the update.

#### Scheduling a scan

Oil Change must scan your computer to identify products. If you have a large number of them installed, you may want to schedule a scan for a time when you aren't using your computer extensively.

#### To schedule a scan

- 1 On the **Oil Change** window, click **Options**, and select the **Scan** tab.
- 2 Do the following:
  - ◆ Select **Enable background scan of local hard drives**.
  - ◆ Select the time interval in the **Frequency** list box.
  - ◆ Type the time, including AM or PM.

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Some countries use the 24-hour system for telling time. If you are using Oil Change in one of those countries, enter the time in 24-hour format (Do not include AM or PM).

- 3 For Oil Change to connect to the ActiveHelp server to check for updates after a scan, select **Automatically connect to...** and make sure that the **Remember my password** check box is selected on the main **Oil Change** window.
- 4 Click **OK**.

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***NOTE:** Leave your computer on and turn off Oil Change for the scan to take place.*

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### Specifying types of notifications

Oil Change can notify you when it finds updates for any of the products that you place in the **Add Products to Monitor** dialog box.

### To specify notification settings

- 1 On the **Supported Applications and Drivers** dialog box, click **Customize**, and select the **Monitor** tab.
- 2 Click **Add** to display the **Add Products to Monitor** dialog box.
- 3 Select a product and click **OK**. The product appears in the **Applications** box.

To add more than one product quickly, you can use SHIFT+CLICK or CTRL+CLICK to select them.

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***TIP:** To remove a product from the **Applications** box, select the product, then click **Remove**.*

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- 4 Click **Notification**. The **Monitored Application Actions** dialog box appears. This is where you tell Oil Change how to notify you



when updates become available for the monitored products.

- 5 Select or clear the check boxes by the following notification options:
  - ▲ Display a message
  - ▲ Download the update in background but don't install it
  - ▲ Flash the Oil Change icon in system tray
  - ▲ Play a sound (wav file)

You can choose more than one type of notification, however, you cannot assign a notification to a specific product. Oil Changes alerts you using all the methods that you have chosen when an update becomes available for any of the products in the list.

## Working with updates

The buttons on the right side of the **Supported Applications and Drivers** dialog box (Figure 3) let you perform actions on products and updates. Oil Change provides shortcut menus that let you perform some of these actions more quickly.

### Using shortcut menus

In the **Supported Applications and Drivers** dialog box, right-click a product to display a shortcut menu with:

- ◆ **Add to Monitored List:** If you are interested in getting the latest updates for specific products on your computer, this menu selection lets you add these products to a list that Oil Change automatically checks.

When updates become available, Oil Change notifies you. For

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more information, see “Specifying types of notifications” on page 16.

◆ **Remove from Monitored List:**

Although this menu selection lets you delete products from the monitored list, the products will still appear in the **Supported Applications and Drivers** list.


- ◆ **Hide:** This menu selection lets you hide selected products and all the updates listed under the product so that they no longer appear in the **Supported Applications and Drivers** list.

To display the product and updates again, click **Customize** on the **Supported Applications and Drivers** dialog box, and select the **Unhide Products** tab.

Select a product, then click **Show**. The product reappears in the

## **Supported Applications and Drivers** list.

Right-click an update, to display a shortcut menu with:

- ◆ **Install:** This menu selection lets you download and install the selected update.
- ◆ **Get now:** This menu selection lets you retrieve one or more updates while you work on something else. Oil Change notifies you when the updates have been downloaded successfully and places an icon by the update in the list. 
- ◆ **Get later:** This menu selection lets you schedule when Oil Change downloads one or more updates.

For more information, see “Getting an update” on page 19.



- ◆ **Stop download:** This menu selection is available only when Oil Change is downloading an update. Select this to cancel the download.
- ◆ **Hide:** This menu selection lets you hide individual updates so they no longer appear in the **Supported Applications and Drivers** dialog box.

For more information about the **Supported Applications and Drivers** dialog box, see the online help.

### Getting an update

You can use the following feature buttons on the **Supported Applications and Drivers** dialog box to control when Oil Change gets and installs updates:


- ◆ **Install:** Oil Change uses your Internet connection to download the selected update

immediately. When complete, Oil Change provides installation options.

- ◆ **Get:** You have two choices:

**Get now:** Oil Change immediately downloads the selected updates in the order that you select them.

**Get later:** You can choose a date and time for Oil Change to download an update.

Oil Change keeps track of the updates that it downloads and displays an Oil Change icon by each update to indicate that it is ready for installation. 

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**TIP:** *You can install the downloaded update by selecting it then clicking **Install**.*

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To specify a date and time for Oil Change to get an update

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1 On the **Supported Applications and Drivers** dialog box, select the update for Oil Change to download.

2 Click **Get**.

3 In the Oil Change **Download** dialog box, select **Get later**.

The **Date** and **Time** become active.

4 Use the spin control on the **Date** box to select a date, and type the time in the **Time** box.

Leave your computer on so that Oil Change can download the updates.

Oil Change displays a list of the updates that have been downloaded and are waiting to be installed each time you run Oil Change.

## Reinstalling Oil Change

You may need to reinstall Oil Change:

- ◆ If you bought the Oil Change CD and have trouble after the initial installation.
- ◆ A CyberMedia Support technician directs you to reinstall Oil Change when you call regarding a problem.

To ensure a successful reinstallation, do the following:

- ◆ Download the latest version of Oil Change from:

[www.cybermedia.com/ocupdate](http://www.cybermedia.com/ocupdate)

- ◆ Have your member name and password on hand. If you forget your password, go to:

[www.cybermedia.com/support/supporthome.html](http://www.cybermedia.com/support/supporthome.html)



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Select Oil Change and use Find Password to request that your password be sent to you.

- ◆ Uninstall the existing Oil Change program.
- ◆ Delete all the files from your Windows Temp folder after uninstalling Oil Change.
- ◆ Disable all the programs running in the background on your computer.

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***NOTE:** To get help with pre-installation steps, see online help for step-by-step instructions. Read or print those instructions before uninstalling Oil Change.*

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There are other important things that affect reinstallation that you need to know about.

- ◆ Because CyberMedia frequently updates Oil Change, you should download the latest version from

the CyberMedia Web site instead of attempting to reinstall from the CD.

- ◆ You don't have to register again. When the **Registration Wizard** appears during installation, select **I already have a member name and password** check box and enter your original member name and password.
- ◆ If you registered during the initial installation using a serial number, you will not need your serial number for any subsequent reinstallations for the duration of your subscription to Oil Change.

#### [To reinstall Oil Change](#)

- 1 In Windows Explorer, go to the folder containing ocsetup.exe and double-click it.

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- 2 Follow the installation instructions.
  - 3 On the **Registration Wizard**, select the **I already have a member name and password** check box.
  - 4 On the next window, enter your member name and password.

### A final note

This guide provides information that you need to install and get started using Oil Change.

As you are using Oil Change, you can get information about any of the Oil Change features by pressing **F1** (or clicking **Help** on the main Oil Change window) at any time to display the extensive online help system.



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## Troubleshooting

If you have problems with Oil Change, read this section before calling the Support center. You may find the solution to your problem here.

Table 1 describes some common Internet problems that you may experience when using the Internet. They are not unique to Oil Change.

Table 2 lists some of the error and alert messages you may receive when using Oil Change. These messages are generated by Oil Change and are specific to the way the Oil Change program works.

Get 24-hour technical support that's up-to-date by clicking **Oil Change Support** on the **Oil Change** main window, or pointing your browser to:

`http://www.cybermedia.com/support/supporthome.html`

and then selecting Oil Change from the support options.

Reference the following Oil Change Web pages for information:

- ◆ Registration
- ◆ Find Password
- ◆ Change Password
- ◆ Quick Start Guide
- ◆ Online Manual
- ◆ FAQs





*Table 1. Common problems*

Problem	Cause and Solution
<b>Cannot connect to CyberMedia or other Web site</b>	<p>People are using all of the available connections to the Web site. Try again later.</p> <p>The site may be down for repair. Try again later.</p> <p>If you use a modem to connect to the Internet, Oil Change should initiate the dialer. If you have an automatic dialing program that initiates the dialer, try activating the dialer before trying to connect.</p> <p>For some Internet service providers (ISPs), for example: American Online or CompuServe, you should start your browser and connect to the Internet before starting Oil Change.</p>

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*Table 1. Common problems (Continued)*

Problem	Cause and Solution
<b>Slow data transfer</b>	<p>The speed of your modem determines, in part, how fast data transfers from the Internet to your computer. ISPs offer connections at various speeds. Try checking the speeds supported by your modem, then check with the ISP for available connections at the highest speed. You may also want to consider upgrading your modem.</p> <p>The Internet could be busy. The number of people trying to download data affects the data transfer rate. Try again later.</p> <p>Noise on the telephone line can slow down data transfer. Try again later.</p>



*Table 2. Error Messages*

When you receive this error	Try this
<b>Scan error</b>	<p>On the main <b>Oil Change</b> window, click <b>More</b> to display additional features.</p> <p>Click <b>Options</b> and select the <b>Cleanup</b> tab.</p> <p>Click <b>Clear Cache</b>.</p>
<b>Incorrect password</b>	<p>Click <b>Oil Change Support</b> on the main <b>Oil Change</b> window.</p> <p>On the Support page, select Oil Change.</p> <p>On the Look Up Your Oil Change Password page, type your member name, then click <b>Find My Password</b>.</p> <p>CyberMedia finds your password and sends it to the e-mail address you specified in your original registration.</p>
<b>Used serial number</b>	<p>If you are reinstalling Oil Change, and you have already used this serial number to register, you do not have to register again. Your member name is valid for the length of the subscription.</p>

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*Table 2. Error Messages (Continued)*

When you receive this error	Try this
<b>Login failed, cannot obtain authentication from server</b>	<p>The ISP, Network Service Provider (NSP), or one of the Internet nodes in the connection path does not have the CyberMedia ActiveHelp server listed in its directory of server names.</p> <p>Solution</p> <p>Use Ping to verify the path.</p> <p>Connect to the Internet. Click <b>Start</b> on the Windows taskbar and select Run and type:</p> <p>ping oilchange.cybermedia.com</p> <p>If you receive a "Bad IP address oilchange.cybermedia.com" message, the ISP or NSP cannot locate the CyberMedia ActiveHelp server. You will have to contact them for help.</p> <p>If you receive, a "The request has timed out," the ISP or NSP can resolve the name, but the CyberMedia ActiveHelp server is temporarily unavailable. Try again later.</p>



*Table 2. Error Messages (Continued)*

When you receive this error	Try this
<b>No supported products found</b>	On the main <b>Oil Change</b> window do the following:  Click <b>Options</b> and select <b>Cleanup</b> .  Click <b>Clear Cache</b> , then click <b>Clear Scan</b> .

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## Contacting CyberMedia T Support

## Technical

If you have a question about Oil Change, you can obtain technical support from within the Oil Change program. On the main **Oil Change** window, click Oil Change Support. This starts your Web browser and jumps to the URL of the CyberMedia online Support Web page.

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*NOTE: If you have a dial-up Internet account and your networking software is not configured to “autodial” when a program tries to connect to the Internet, you need to establish a connection manually before selecting this option.*

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You can also contact technical support through the following online forums:

Compuserve: Type “Go CyberMedia” at any ! prompt.

America Online: Keyword “CyberMedia.”

E-mail: support@cybermedia.com.

## United States Phone Support

Telephone support is available between the hours of 7:00 a.m. and 5:00 p.m., Pacific Time, Monday through Friday at (310) 581-4710.



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## International T

## echnical Support

Technical support is also available in Europe and Australia.

Europe:

- ◆ E-mail: [cybermedia.support@ssgeurope.com](mailto:cybermedia.support@ssgeurope.com)
- ◆ Fax: (44) (0) (1923) 208430
- ◆ Phone: (44) (0) (1923) 209189

Australia:

- ◆ E-mail: [techsup@supportgroup.com.au](mailto:techsup@supportgroup.com.au)
- ◆ Fax: (03) 9929 9787
- ◆ Phone: (03) 9929 9711

